

# Innovation

Discussion on experiences and thinking  
innovation in your IIS

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# Gainwell At-A-Glance

**14 of 62**

US IIS systems are  
operated by Gainwell



**U.S. Market Leader**  
for IIS.



Processes and services are  
aligned to Federal and State  
regulations



**100+ IIS FTEs**

In our IIS center of  
excellence



**25+ years experience**  
with IIS

## Gainwell Services:

- Immunization Tracking and Forecasting
- Analytics and Reporting
- EHR and EMR Data Exchange
- Project Management
- Business Analysis
- IIS O&M
- IIS Customizations
- Help Desk
- Training
- AFIX Product
- Infrastructure; Traditional, Cloud (VPC – Transition to IIS), On-Prem Support



With IIS, Gainwell touches:

**144m+ lives**  
**1.47b+ immunizations**



**1995** first IT services contract with an  
**Immunization System**

# Our Company Journey

1995 - 2009



2009-2015



2015-2017



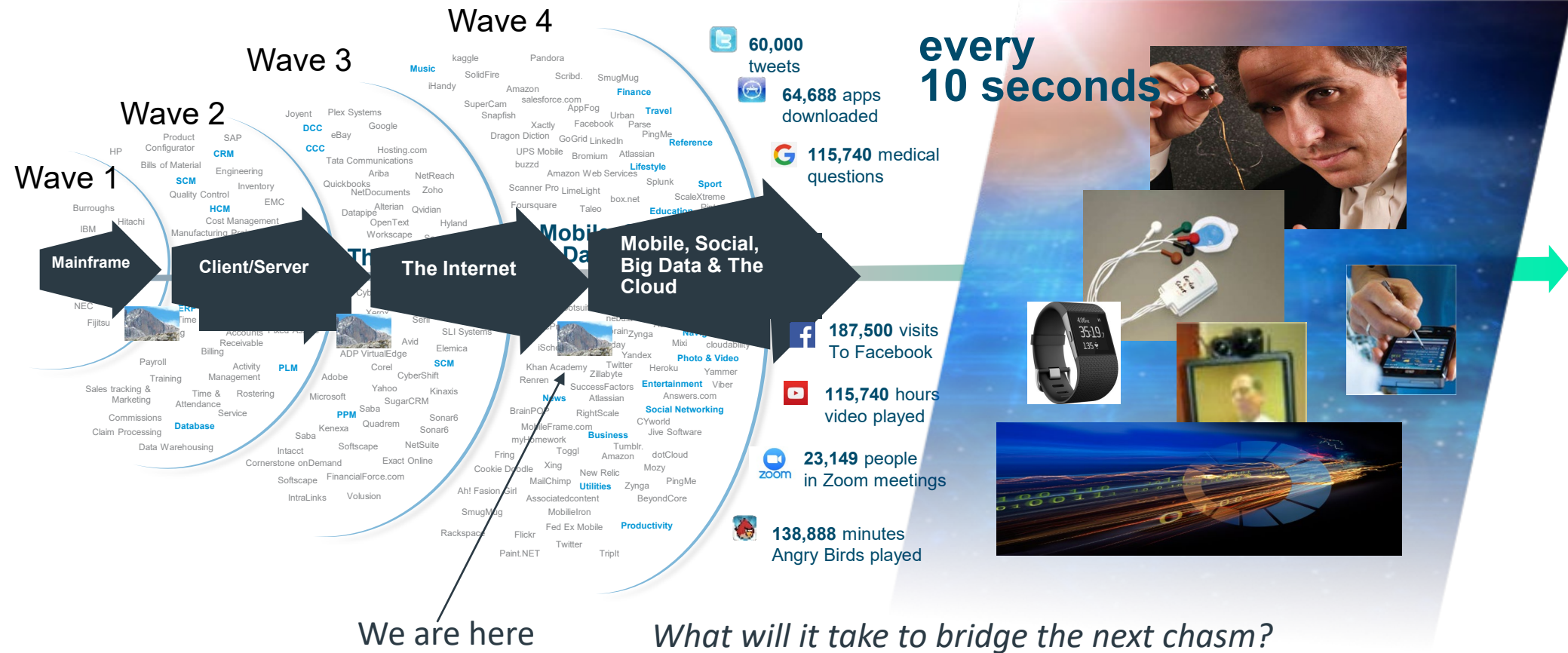
2017-2020



2020-Present

# Technology Waves during Gainwell's 50 years in Health and Human Services

*Each wave required a fundamental shift in people, process, tools, and thinking to bridge the chasm*



# Innovation and the COVID-19 Experience



**a new idea, method, or device** (Merriam-Webster Kids Dictionary)

# COVID - Mass Vaccination Tools

Innovation led to frustration: “the best system is the one we are not using”

## What did we learn?

- ✓ Users will surprise you...what is intuitive?
- ✓ Innovation can be costly
- ✓ Innovation can fail when:
  - Technology the driver vs. business needs
  - One-size fits all approach; one size doesn't fit all – differences matter; expect/demand innovation to work for you.





# COVID – Data is King, Increased Expectations



## State of Maine COVID-19 Vaccination Dashboard

All

Eligible 12+

Data as of: Jun 14, 2021

1,485,342

Doses Administered

733,056

First Dose

752,286

Final Dose

61.90%

Population First Dose %

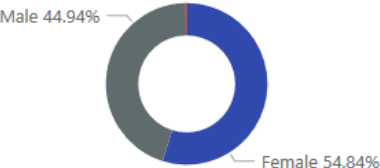
63.53%

Population Final Dose %

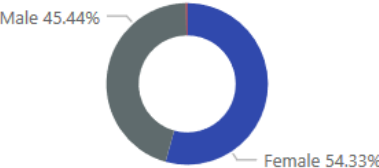
1,184,195

Census Population

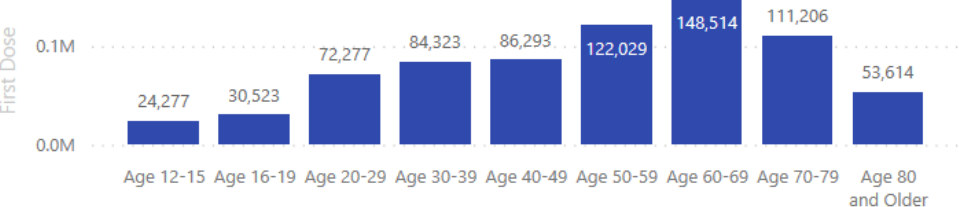
First Dose by Gender



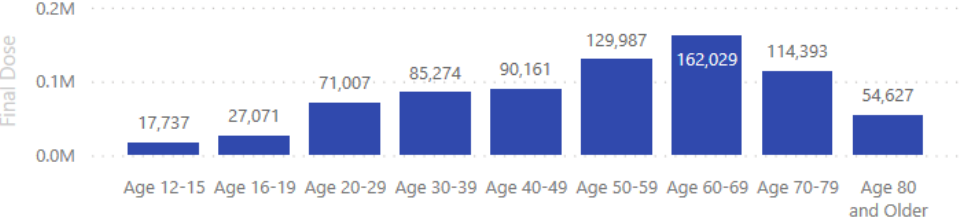
Final Dose by Gender



First Dose by Age Group



Final Dose by Age Group



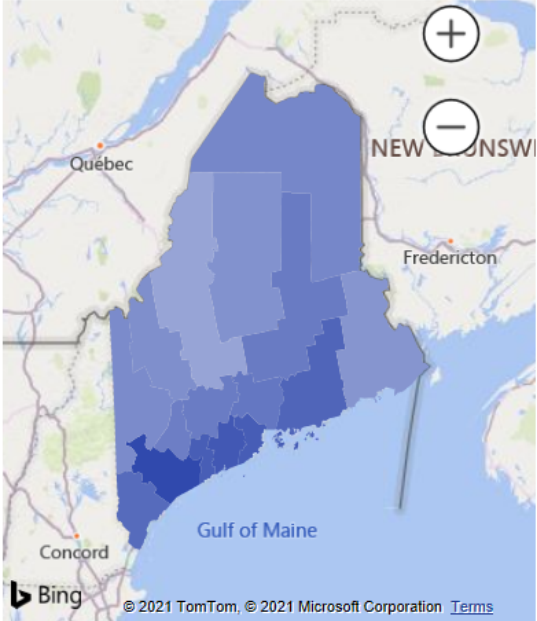
First Dose by Race and Ethnicity

| Race                             | First Dose |
|----------------------------------|------------|
| American Indian or Alaska Native | 3,820      |
| Asian                            | 10,386     |
| Black or African American        | 9,876      |
| Native Hawaiian or Pacific       | 1,225      |
| Not Provided                     | 53,854     |
| Other                            | 70,254     |
| White                            | 583,641    |
| Total                            | 733,056    |

Final Dose by Race and Ethnicity

| Race                                | Final Dose |
|-------------------------------------|------------|
| American Indian or Alaska Native    | 3,696      |
| Asian                               | 9,726      |
| Black or African American           | 8,729      |
| Native Hawaiian or Pacific Islander | 1,169      |
| Not Provided                        | 57,470     |
| Other                               | 70,776     |
| White                               | 600,720    |
| Total                               | 752,286    |

Vaccinations by County



# Small Innovations = Big Improvements, Just Think Differently

NE DMV

Project

| Total Ethnicity Unknown | Total Race Unknown | Total Gender Unknown | Total County Unknown | Total Street Unknown | Total City Unknown | Total Zip Unknown | Total State Code Unknown | Total Phone Unknown |
|-------------------------|--------------------|----------------------|----------------------|----------------------|--------------------|-------------------|--------------------------|---------------------|
| 39,098                  | 28,677             | 3,554                | 15,623               | 20,166               | 20,410             | 17,772            | 14,707                   | 170,028             |

After DL

| Total Ethnicity Unknown | Total Race Unknown | Total Gender Unknown | Total County Unknown | Total Street Unknown | Total City Unknown | Total Zip Unknown | Total State Code Unknown | Total Phone Unknown |
|-------------------------|--------------------|----------------------|----------------------|----------------------|--------------------|-------------------|--------------------------|---------------------|
| 35,200                  | 4,123              | 43                   | 34                   | 181                  | 67                 | 180               | 8                        | 111,241             |

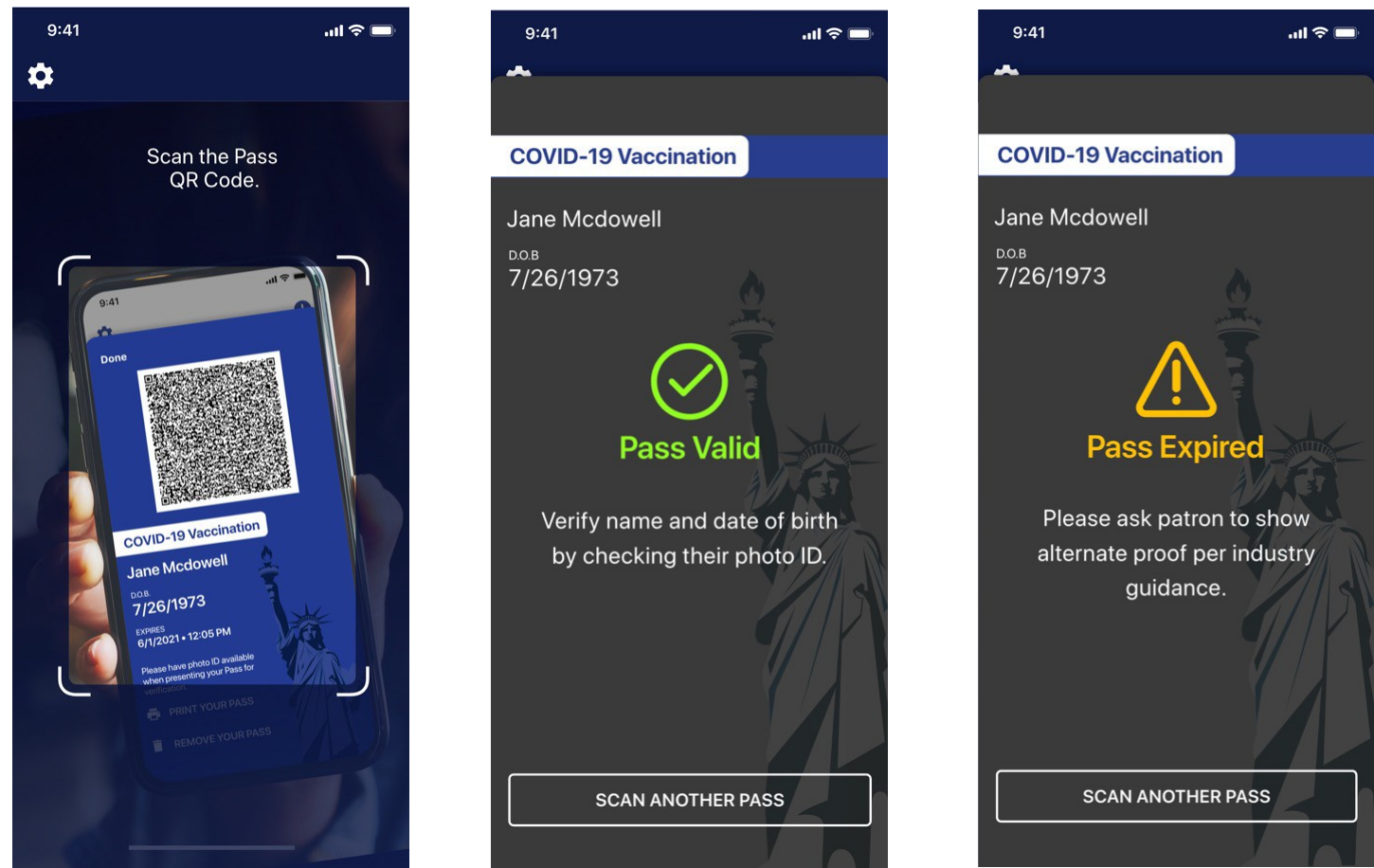
% Improvement

|       |        |        |        |        |        |        |        |        |
|-------|--------|--------|--------|--------|--------|--------|--------|--------|
| 9.97% | 85.62% | 98.79% | 99.78% | 99.10% | 99.67% | 98.99% | 99.95% | 34.57% |
|-------|--------|--------|--------|--------|--------|--------|--------|--------|

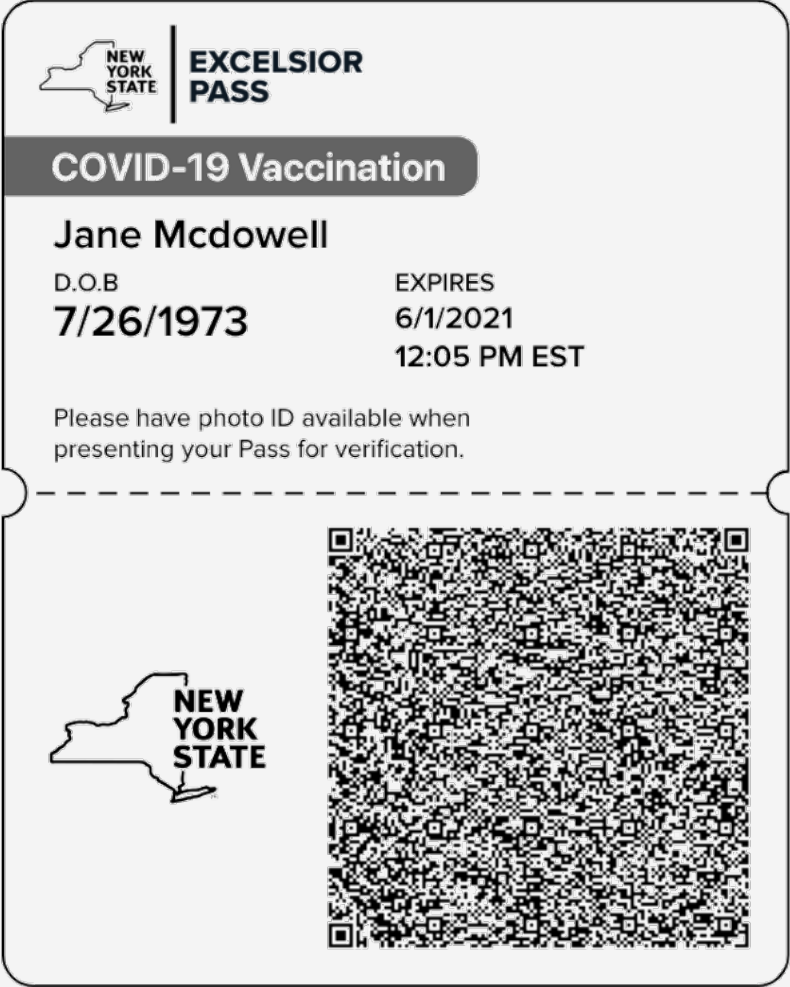


# Vaccine Credentials – Leveraging Power of IIS

1. The verifier will scan the QR code as usual
2. Upon a successful scan of the full record, the scanner app will display all the vaccination details below the status of the Health Pass



# Printed Health Pass



# 5-Dimensions of Change

- **1 – Transformation to home-based offices will become the norm:**
- **2 – Increased focus on cybersecurity outside of enterprise walls:**
- **3 – The move to self-sufficiency — care reform:**
- **4 – The rise of intelligent surveillance and response:**

Intelligent surveillance systems are increasingly needed to provide situational awareness in all aspects of how care is delivered. Analytics, machine learning, natural language processing and artificial intelligence capabilities will be exploited at various points within the continuum of care to improve health and community outcomes.

- **5 – Rip and replace or modernize in place:**

<https://gainwelltechnologies.com/2021/02/22/five-dimensions-of-change/>

# Increased Robotic Process Automation

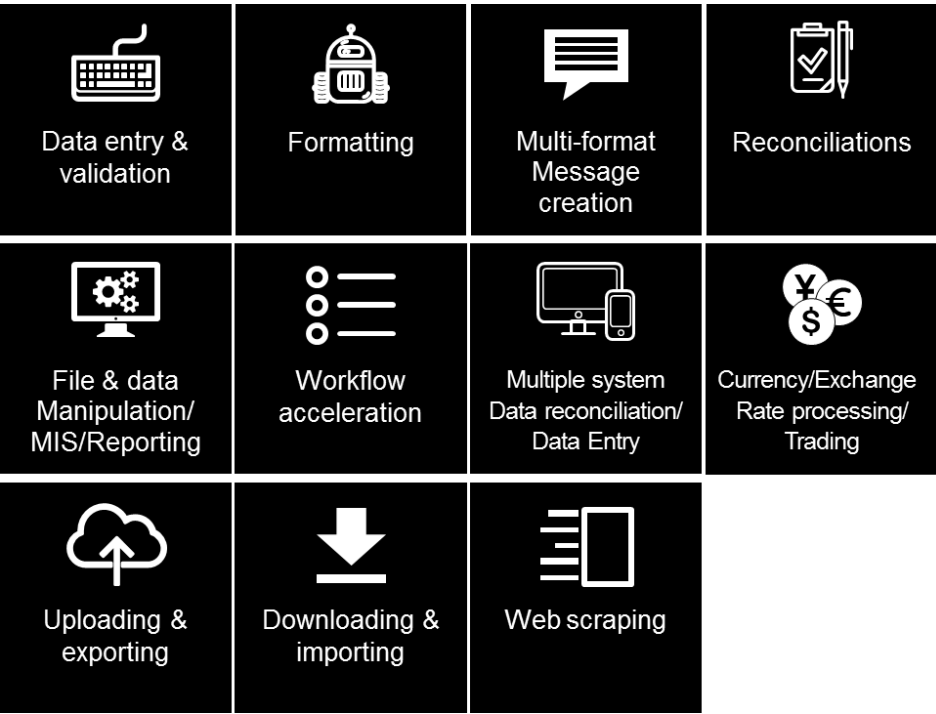
## What is RPA?

- 1. An application of specific technology and methodologies to use a computer or “virtualized FTE” or “robot” rather than a person to operate on existing systems in the same way that a person today processes a transaction or completes a process.
- 2. It doesn’t replace existing systems but works with existing applications to perform specific tasks that the virtual FTE has been asked to complete
- 3. Completes rule-based and repetitive tasks, allowing humans to improve productivity and process efficiencies

### Criteria for Selection

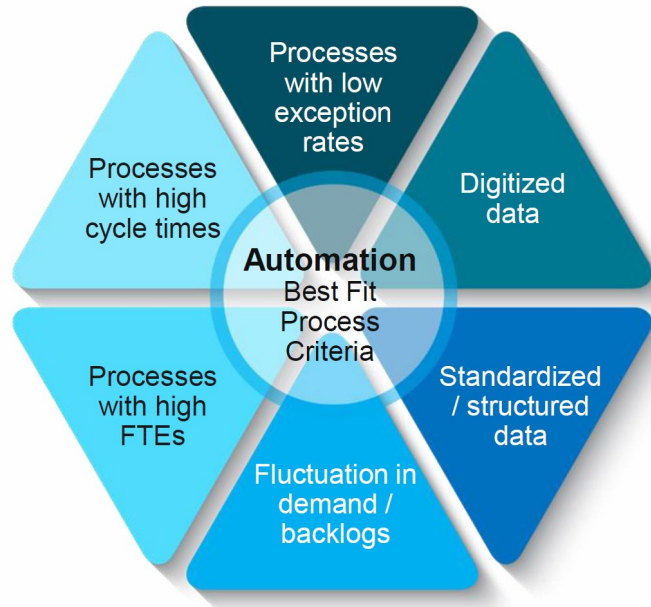


### RPA Sweet Spots



# Choosing the Right Process for RPA

## Processes Best Suited for RPA



## Activities that can be automated



- Logging into applications
- Moving files and folders



- Entering data into applications
- Merging data from multiple sources



- “Screen Scraping” or copying data from applications
- Copying and pasting data



- Following “if/then” decisions
- Extracting and reformatting data



- Performing calculations
- Extracting structured data from documents



- Opening emails and attachments
- Reading and writing to databases

# Other Continued Trends

- ❑ SaaS vs. On-Prem; Cloud
- ❑ Products vs. Customized Builds (expect local configurations)
- ❑ Microservices
- ❑ Analytics, Predictive

# Innovation Journey at Gainwell



Community Engagement



Analytics  
Vaccine Credentials



Gainwell Next Gen IIS Suite available in 2022!  
Stay Tuned!!!!

# Innovation – Guiding Principles

❑ Innovation is a process not a destination – failure is part of the process

❑ **ROI and Sustainability matter**

❑ Policies may thwart innovation, still work it

❑ Innovation is not ‘one-size fits all’, okay to be different and should meet your needs – if not, don’t use it - **User Experience Matters**

❑ New ideas/tech not enough, requires experience w/o experience/business knowledge doesn’t = success

❑ Innovation comes in all forms, doesn’t have to be big bang, incremental is awesome

❑ Business must drive technical innovation, enable the business

❑ **Don’t expect perfection, but never accept regression**